

### Leading Change within County Durham and Darlington PCT Sedgefield Clinical Commissioning Group

#### Introduction

County Durham and Darlington PCT conducted a health needs assessment (HNA) in 2007, revealing diabetic footcare to be a problem within the region. In southern localities, such as Sedgefield and Darlington, people with diabetes make up about 23% of the podiatry service caseload, with both major and minor amputations being higher than the national average in all but one of the localities.

The Sedgefield cluster of 11 GP practices decided to follow the NHS Diabetes Leading Change approach to improve footcare service provision<sup>1</sup>. The process was led by the County Durham and Darlington PCT Senior Commissioning Manager, along with the Clinical Commissioning Lead for the Sedgefield Clinical Commissioning Group. It consisted of a diagnostic review and prioritisation process to assess the need for change and a Leading Change event to bring together decision makers and key stakeholders.

Diagnos-  
tics and  
prioritisation

Leading Change  
event

Implementa-  
tion  
of revised service  
specification

#### Diagnostic Review and Prioritisation Process

As the PCT had previously conducted an HNA in 2007 and identified footcare to be an issue, they decided to collect current data on footcare provision and the views of patients, using the following methods:

- All 11 GP practices took part in an audit of footcare using their own practice data, including an assessment of demand and capacity
- A systematic sample of patients from each of the 11 GP practices were sent a questionnaire about footcare screening and treatment, with 320 responding.

A footcare steering group was formed and the following locally agreed success measures were documented for increased quality of service:

- The number of people who have had a foot screening carried out
- The percentage of those foot screenings that recorded risk stratification
- The number of major and minor amputations.

#### Leading Change Event

Following the NHS Diabetes Leading Change model, with the diagnostics and prioritisation stage complete, a Leading Change event was held and led by the clinical and commissioning leads. The event was funded by NHS Diabetes and aimed to bring together decision makers and key stakeholders to examine the current service, with a focus on the available data from the diagnostics and prioritisation process.

The Leading Change event involved:

- 24 attendees, consisting of: 4 GPs, 6 practice nurses, 2 practice managers, 2 healthcare assistants, 1 consultant, 4 podiatrists, 1 foot technician, 3 PCT staff, and 1 operational manager for podiatry
- Representatives of all the Sedgefield GP practices, along with County Durham and Darlington PCT staff, including specialist services and podiatry.

NHS Diabetes provides a series of Commissioning Guides for diabetes care areas, containing evidence-based pathways, along with example service specifications. The Sedgefield cluster Leading Change event focused on the 'Commissioning Diabetes Footcare Services' guide, enabling attendees to examine the service they provided, compared to an evidence-based pathway.

Feedback from the Leading Change event was used to underpin the development of both a pathway for diabetes footcare and a service specification to support it.

***'The Leading Change Framework ensured a systematic way to challenge the status quo, which resulted in a new footcare pathway and service specification, to ensure equity of service and increased standards'***

- ✓ Diagnostic review and prioritisation revealed a lack of standardisation of footcare services across the 11 Sedgefield cluster GP practices
- ✓ Revealed the need for a new footcare pathway for Sedgefield that could be rolled out across other parts of the county
- ✓ Leading Change framework ensured a systematic approach, resulting in an agreed footcare pathway and service specification.

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